

**DEPARTMENT OF SOCIAL AND HEALTH SERVICES  
MEDICAL ASSISTANCE ADMINISTRATION  
OLYMPIA, WA**

**To:** Prescribers in:  
Ferry County  
Klickitat County  
Okanogan County  
Pacific County  
San Juan County  
Regional Administrators  
CSO Administrators

**Memorandum No.: 02-76 MAA**  
**Issued:** September 20, 2002

**For more information, call:**  
1-800-562-6188

**From:** Douglas Porter, Assistant Secretary  
Medical Assistance Administration

**Subject: New Prescription Service by Mail Available to Medical Assistance Fee-For-Service Clients**

Medco Health Solutions Inc., a national prescription benefits manager, has accepted a provider agreement with the Medical Assistance Administration (MAA) to begin distribution of prescription drugs by mail. There is no charge to providers or clients for this service and the service is available immediately.

A Medco Health pharmacy is already licensed and operating in Washington State. Medco Health has a dozen U.S. pharmacies, including one located in Spokane.

MAA is instructing clients to check with their primary care physician first if they are interested in the home delivery option.

Enclosed for your information is a copy of MAA's announcement that is being sent to clients in your area (see Attachment A).

## **How to Submit Prescriptions**

There are several options for submitting prescriptions to Medco Health.

**Prescribers** can fax, telephone, or use the Internet. When faxing a prescription to Medco Health, use the Prescription Fax Form (Attachment B). The client's Patient Identification Code (PIC) goes in Step 1 under Prescription Drug Card Member #. The client's PIC is located in the upper left corner of the client's Medical ID card.

**Clients** can mail their prescriptions directly to Medco Health. For new prescriptions, two forms must initially be completed (see Attachments C and D) and mailed to Medco Health. The first includes identification and eligibility information. The second provides brief health history information for the Home Delivery pharmacists.

## Delivery Options

Most medications dispensed by Medco Health are delivered by mail. Delivery usually takes from 7 to 11 days. For security reasons, certain medication may need to be shipped by parcel service or certified mail. Medco Health will not provide “expedited shipping” options for Medical Assistance clients. This option is used by some plans but requires customers to pay the additional charges. Medical Assistance does not allow its clients to be assessed this kind of fee.

## Refills

Prescribers can authorize refills for up to one year and clients receive a reorder slip (Attachment E) along with their medication. The slip must be mailed back to Medco Health and refills usually take about nine days. Medco Health recommends that its customers mail in their reorder slip when approximately two weeks of the existing prescription remain.

## Customer Support

Toll-free support for prescribers.....	1-888-327-9791
Medco Health, 24-hours a day, 7 days a week (except Thanksgiving and Christmas) toll-free support for clients.....	1-800-903-8639
Internet information for providers .....	www.medcohealth.com
MAA Customer Service Center, Olympia, 7 a.m.- 6 p.m., M-F.....	1-800-562-3022
MAA Web site - explains this program, answers frequently asked questions, and has downloadable forms .....	http://maa.dshs.wa.gov/rxbymail

## **Feedback**

Prescription-by-mail service on this scale represents a first for Washington state's Medical Assistance program. The current home delivery option will help MAA, providers, and clients answer questions about how this kind of service can operate effectively, supplement current choices, and expand access to service in a positive way. For that reason, MAA appreciates feedback from providers and pharmacists who wish to share their experiences and offer ideas for improvement or expansion of service. Direct feedback to the appropriate Customer Support number listed on the previous page.

Thank you for providing health care to low-income people in Washington State.

**This is a blank page.**